Customer services in public Meter bank*

7542. SHRI GOVINDRAO AD1K: Will the Minister of FINANCE be pleased to state:

(a) whether it is a fact that public sector banks in the country are far behind foreign banks in so far as moder nisation in the working and improve ment of customer service* are con-•wraed;

(b) if so, the detail* thereof; and

(c) what positive steps Government have so far taken or propose to take to improve the working and customer service, of the public sector banks in order to fact the stiff competition from foreign banks?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI M. V. CHANDRASHEKHAR MURTHY): (a) to (c) Reserve Bank of India (RBI) had constituted a Committee on Customer Service in Banks under 'fas Chairmanship of Shri M. N. Goiporia, the then Chairman, State Bank of India i« September, 1990 to go into the various aspects of customer service in banks, and make suitable recommendations for improvement. RBI have carefully examined the various recommendations of the Committee and have suitably advised all scheduled commercial banks to) take steps to implement majority of the recommendations. In so far as modernisation in the working of banks and improvement in customer service is concerned, as 0n 31-12-93, public aector banks had partially/fully, computerised 41 branches. In addition, public sector banks have, prepared plans for total computerisation of 400 branches during; the next 2/3 years.

/xoise doty on tyres and taves of ankeat drsven vehicles

7543. SHRI GOVINDRAO ADIK: Will the Minister of FINANCE be pleased to state:

(a) whether it is a fact that some big tyre producers have suggested Government to impose excise duty on tyres and tubes of animal driven vehicles (ADV) whereas the All India tyre Dealers Federation (AITDF) has appealed *to* Government to reject this suggestion in the larger interest of the rural papulation;

(b) if so, the details thereof;

(c) whether Government will consider not to levy excise duty on ADV tyres and rube* as this excise duty would hit lakhs of rural poor bullock-cart owners who will have to pay the high prions; and

(d) if so, the particulars thereof add if not, the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI M. V. CHANDRASHEKHAR MURTHY): fa) and (b) The Government has received a request from the Automotive Tyre Manufacturers Association (ATMA) for imposition of nominal excise duty on animal driven vehicle (ADV) tyres. However the All India Tyre Dealers Federation (AITDF) has suggested the continuation of exemption from excise duty On annual driven vehicle (ADV) tyres and tubes.

(c) At present, there is no specific pro posal under consideration for imposi tion of excise duty on the exempted varictieg of animal driven vehicle (ADV) tyres and tubes.

(d) Doe, not arise in view of (e) above,

eiss duty en fyres and tares o4 animal victims

7544. DR. BAPU KALDATE: Will the Minister of FINANCE be pleased to state:

(a) whether foreign aid b/s bB received for Latur earthquake. rabief measures;